

February 18, 2014

# Coordinated Care Initiative (CCI) ADVANCED I: Benefit Package and Consumer Protections

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Amber Cutler, Staff Attorney  
National Senior Citizens Law Center



*The National Senior Citizens Law Center is a non-profit organization whose principal mission is to protect the rights of low-income older adults. Through advocacy, litigation, and the education and counseling of local advocates, we seek to ensure the health and economic security of those with limited income and resources, and access to the courts for all. For more information, visit our Web site at [www.NSCLC.org](http://www.NSCLC.org).*

# Today's Discussion

Overview of  
CCI



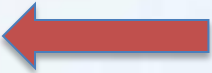
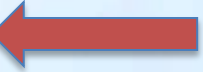
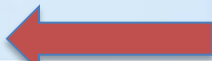
LTSS  
Integration

Benefit  
Package  
Summary



Consumer  
Protections

# Glossary

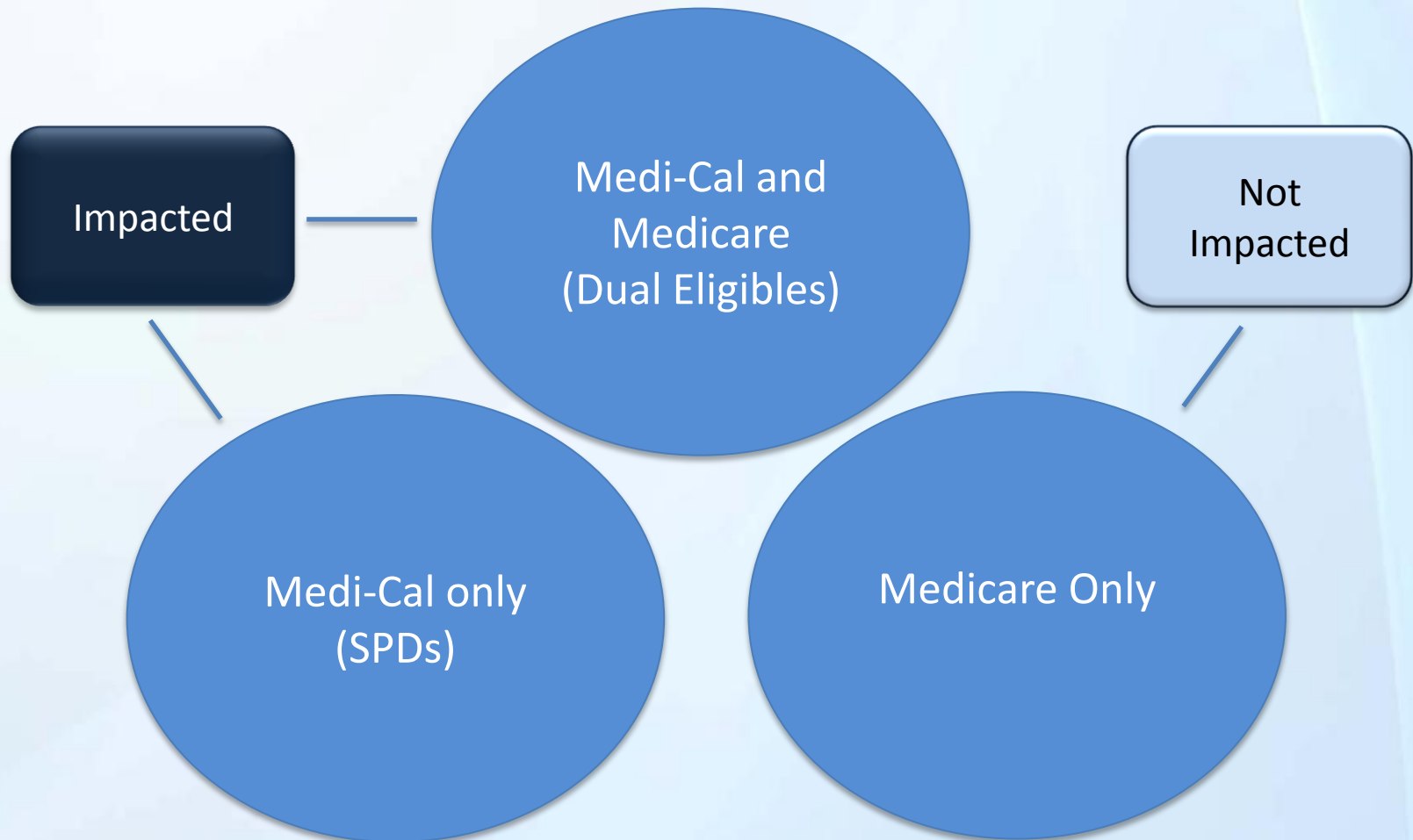
- Coordinated Care Initiative (CCI)
  - Cal MediConnect
- Dual Eligible (Dual) 
- Duals-Special Needs Plan (D-SNP)
- Fee-for-Service (FFS)
- Long Term Support and Services (LTSS) 
  - In-Home Supportive Services (IHSS), Community Based Adult Services (CBAS), Multipurpose Senior Services Program (MSSP), Nursing Facility
- Medi-Cal Managed Care
- Program of All-Inclusive Care for the Elderly (PACE)
- Seniors and Persons with Disabilities (SPDs) 

# CCI = three big changes



CCI Change	Description	Federal Approval
<b>Mandatory Medi-Cal Managed Care</b>	Duals and previously excluded SPDs must in enroll in Medi-Cal Managed Care	Pending
<b>LTSS Integration</b>	LTSS added to Medi-Cal Managed Care plan benefit package	Pending
<b>Medicare Integration (Cal MediConnect)</b>	For duals, integration of Medicare and Medi-Cal benefits into one managed care plan.	Approved

# CCI impacts duals & seniors and persons with disabilities with Medi-Cal



# Different groups of duals and SPDs are affected differently

- SPDs that are already required to enroll in Medi-Cal managed care
- SPDs that will remain exempt from mandatory Medi-Cal managed care enrollment
- Dual eligibles that will be passively enrolled into Cal MediConnect
- Dual eligibles that can enroll into Cal MediConnect, but will not be passively enrolled
- Dual eligibles that cannot enroll in Cal MediConnect

# Total Impact: 1,206,000

County	Duals Subject to Passive Enrollment in Cal MediConnect	Medi-Cal MC Only
Alameda	32,533	48,000
Los Angeles	288,399 (200,000 cap)	317,000
<i>Orange*</i>	65,537	51,000
Riverside	40,040	46,000
San Bernardino	41, 930	54,000
San Diego	55,798	64,000
San Mateo	12 371	14,000
Santa Clara	37, 739	38,000
<b>Totals</b>	<b>574, 347 ( 485,948 with cap)</b>	<b>632,000</b>



# The CCI start date differs by county: Cal MediConnect

Riverside  
San Bernardino  
San Diego  
San Mateo

Los Angeles  
(3-month  
voluntary)

Voluntary

APRIL

1

Passive

MAY

1

# The CCI start date differs by county: LTSS

LTSS Added to the Benefit Package

Los Angeles  
Riverside  
San Bernardino  
San Diego  
San Mateo

**APRIL**

**1**

Duals who have to choose a Medi-Cal managed care plan

Los Angeles  
Riverside  
San Bernardino  
San Diego

**MAY**

**1**

# The CCI start date differs by county: LTSS

LTSS Added to  
the Benefit  
Package

Alameda  
Santa Clara

Duals who have to choose  
a Medi-Cal managed care  
plan

Alameda  
Santa Clara

SPDS

Alameda  
Los Angeles  
Riverside  
San Bernardino  
San Diego  
San Mateo  
Santa Clara

JULY

1

# Medi-Cal Managed Care



# New Medi-Cal Benefits

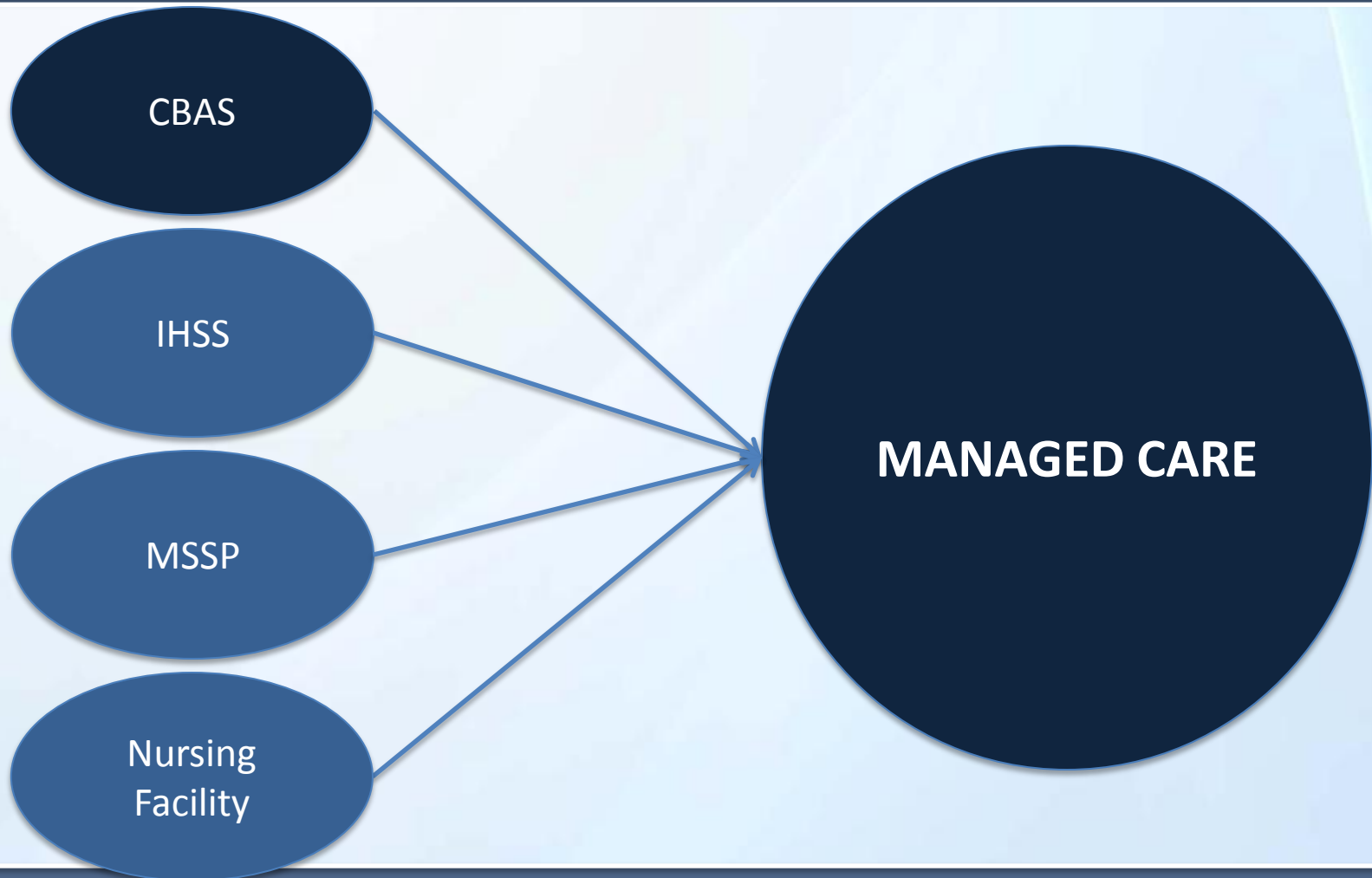
## **Dental**

**Dental benefits  
will be restored to  
all Medi-Cal  
recipients starting  
May 2014  
delivered through  
Denti-Cal.**

## **New Mental Health Benefit**

**New mental  
health benefit  
which is now  
available to all  
Medi-Cal  
recipients.**

# LTSS and Managed Care



# Cal MediConnect: Who is Impacted

## Duals Excluded from MediConnect

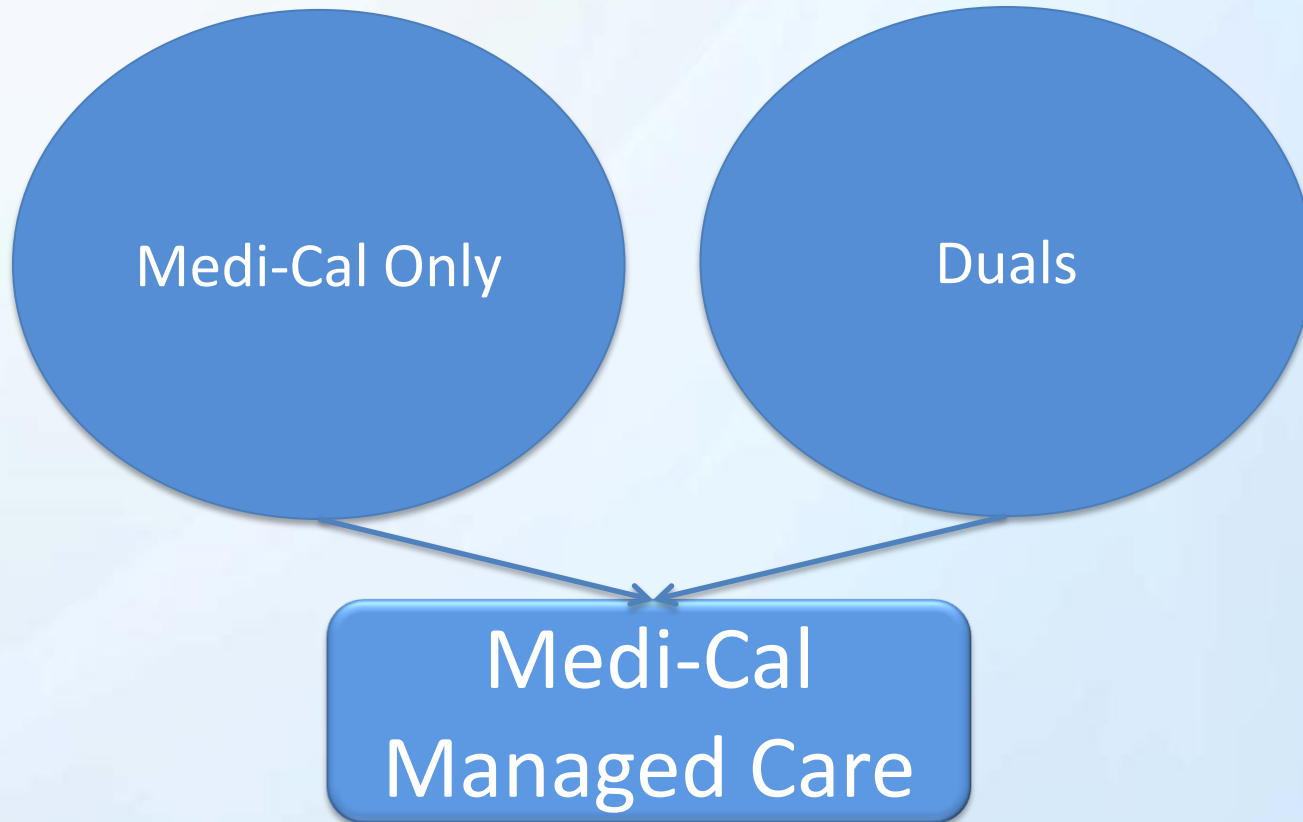
- End Stage Renal Disease (except COHS)
- Reside in certain LA County, Riverside, San Bernardino zip codes
- Resident of VA Home
- Resident of an ICF-DD
- Share of Cost not regularly met
- Other Health Insurance
- DDS waiver or receiving services from a regional or dev center

## Duals Who Can Participate but Will NOT be Passively Enrolled

- PACE Enrollees
- Enrolled in AIDS Healthcare Foundation
- Live in certain zip codes in San Bernardino County\*
- Enrolled in Kaiser
- Enrolled in NF/AH, HIV/AIDS, Assisted Living, IHO Waiver
- Enrolled in Medicare Advantage including D-SNPs (2014)
- \*Will receive notice of option to enroll

# Medi-Cal managed care is mandatory

Even if a Dual Opt's Out of Cal MediConnect, must still enroll in Medi-Cal MC





# HCBS Waivers

What About Individuals Enrolled in an HCBS Waiver?



**MEDI-CAL  
MANAGED  
CARE PLAN**



# Cal MediConnect Benefits

## Required Benefits

## Required Benefits

- Medicare A, B, D
- Medi-Cal services including
  - New Mental HealthDental as of May 2014
  - LTSS: IHSS, CBAS, SNF, MSSP
- Vision
  - One routine eye exam annually; \$100 co-pay for eye glasses/contacts every two years
- Transportation
  - 30 1-way trips per year
- Care Coordination

# Cal MediConnect Benefits

## Care Coordination

### Care Coordination

- Person-centered
- Focus on least restrictive setting
- Health Risk Assessment
- Individualized Care Plan
- Interdisciplinary Care Team

Available at: [www.calduals.org](http://www.calduals.org);

# Cal MediConnect Benefits Care Plan Option Services

## CPO Services

- HCBS-like supports and services
- Discretionary
- In addition to, not in lieu of required benefits
- Assessed during HRA
- Plan appeal process

Available at: [www.calduals.org](http://www.calduals.org); Summary available at: <http://dualsdemoadvocacy.org/california>

CPO All Plan Letter:

<http://www.dhcs.ca.gov/formsandpubs/Documents/MMCDAPLsandPolicyLetters/DPL2013/DPL13-006.pdf>

# Cal MediConnect Benefits

## Carved Out Benefits

### Carved Out Benefits

- County Administered and Financed
  - Specialty Medi-Cal Mental Health Benefits
    - Examples: intensive day treatment, portion of inpatient psychiatric services not covered by Medicare, day rehab, crisis intervention , adult residential treatment services
  - Medi-Cal Drug Benefits
    - Examples: Methadone therapy, day care rehab, naltrexone for narcotic dependence
- Dental Benefits

# Consumer Protections: Continuity of Care

## Cal MediConnect

- Keep seeing current providers and maintain service authorizations
  - Medicare = 6 months
  - Medi-Cal = 12 months
- Must have an “existing relationship”
  - Seen PCP at least once within 12 months (from date of enrollment)
  - Seen specialist at least twice within 12 months (from date of enrollment)
  - Nursing facilities excluded
- Provider must accept plan reimbursement rate or Medicare or Medi-Cal rate
- Provider must meet quality of care standards
- Continuity of care does not extend to durable medical equipment, medical supplies, transportation, or other ancillary services

# Consumer Protections: Continuity of Care

## Cal MediConnect

- Prescription Drugs
  - Plans must follow Part D rules
  - One-time fill – 1 30 day supply (even if not on plan's formulary)

# Consumer Protections: Continuity of Care

## Cal MediConnect

### **DISENROLL**

- A beneficiary can disenroll from Cal MediConnect at any time for any reason.
- Disenrollment is effective the first day of the following month
- Must stay in Medi-Cal managed care



# Consumer Protections: Continuity of Care

## Medi-Cal Managed Care

- 12 months - keep seeing current providers and maintain service authorizations and received services that are set to occur within 180 days of enrollment.
- Must have an “existing relationship”
  - Seen the provider at least twice within 12 months (from date of plan enrollment)
- Provider must accept plan reimbursement rate or Medi-Cal rate
- Provider must meet quality of care standards
- Continuity of care does not extend to durable medical equipment, medical supplies, transportation, or other ancillary services

# Consumer Protections: Continuity of Care

## Medi-Cal Managed Care

- Medical Exemption Request (MER)
  - Available in two-plan or GMC Counties
  - Acts to avoid enrollment in managed care entirely for a certain amount of time
  - Available to individuals with complex medical conditions (e.g., cancer)
  - Decided by Health Care Options (enrollment broker)

MER process not available to duals

# Consumer Protections: Cont.

## Other Consumer Protections

- Right to receive materials and services in their own language
  - Language, alternative formats
- Accessibility Rights
  - Reasonable modifications to enable people with disabilities to gain full and equal access to services
  - Physical accessibility where readily achievable
  - Plans required to receive training on disability discrimination and cultural competency

# Local advocates can help individuals

- HICAP  
1-800-434-0222
- Health Consumer Alliance  
[www.healthconsumer.org/index.php?id=partners](http://www.healthconsumer.org/index.php?id=partners)
- Disability Rights California  
[www.disabilityrightsca.org/](http://www.disabilityrightsca.org/)

# Want to know more?

- NSCLC Duals Website
  - Advocate's Guide
  - News
  - Sign up for alerts

<http://dualsdemoadvocacy.org/>
- Contact us:
  - Amber Cutler – [acutler@nsclc.org](mailto:acutler@nsclc.org)
- DREDF
  - [www.dredf.org](http://www.dredf.org)
- Department of Healthcare Services
  - [www.calduals.org](http://www.calduals.org)